

FIRST THINGS FIRST

Welcome!

Think: What is your role in ensuring quality in your program?

Pair: Choose a neighbor or a small group to discuss your response with.

Share: Take turns sharing your responses.

Reach for the **STARS**: Exemplary Practices for FTF Grantees



First Things First
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Presenters

- Brooke Loiland
 - Quality Assurance Specialist, Health
- Christine Bach
 - Quality Assurance Specialist, Family Support and Literacy
- Mona Qafisheh
 - Quality Assurance Manager, Early Learning

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Getting to Know You



- Who here is...
 - A council member?
 - A grant partner staff member?
 - Other?
- Who has participated in a Quality Assurance site visit?



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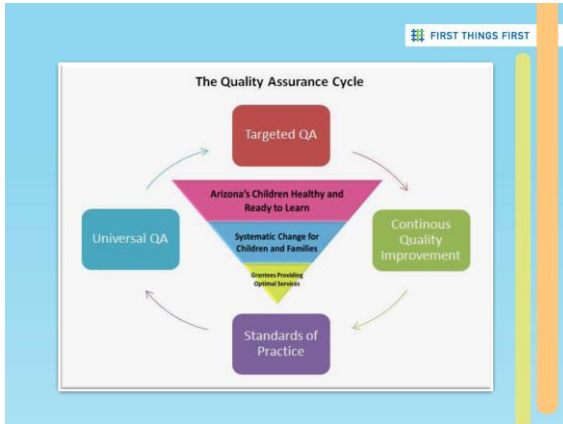
Magic Straw

- Balance the straw on the lid of the bottle and make it rotate without touching it.
- Once you have tried this on your own, if your group would like ideas of how to do this activity more effectively you can work with another group to share ideas.

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Quality Assurance at FTF

- History
 - Identifying the need for a QA Team
 - Development of the QA process
- Ongoing Quality Assurance
 - Role of the Regional Director and Fiscal Specialist
 - Connecting ongoing QA work and the work of the QA Team



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Why Quality Assurance?

Goals:

- Assess overall performance and programmatic compliance
- Collect and share best practices 🍷
- Identify areas for improvement
- Identify and share supports and resources
- Continuously build upon and improve the early childhood system





Quality Assurance Results

- Action Plan: What is it?
 - Last step of a QA site visit
 - A summary of strengths and development areas
 - Opportunity to reflect on the program
 - Completed in partnership with grantees
 - Can lead to program modifications
- Overall Impressions

Reach for the STARS: Exemplary Practices

- Staff
- Teamwork
- Accountability
- Reach
- Satisfaction



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Staff

1. Comprehensive Interview Processes
2. Case load size
3. Specialized consultation teams
4. Relevant, consistent professional development
5. Outside expert consultation
6. Team meetings contain professional development



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Staff, cont.

7. Local staff
8. Thoughtful staffing patterns
9. The use of sub-grantees to increase competencies of contracted staff
10. Achievement of recognition

Questions? Examples to share?



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Teamwork

1. Comprehensive communication
2. Partnering with regulatory bodies
3. Site specific collaboration

Questions? Examples to share?



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Accountability

1. Data collection, accuracy, and use
2. Performance measures
3. Comprehensive database
4. External evaluator
5. Participant feedback

Questions? Examples to share?



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Reach

1. Live event translation
2. Innovative, responsive outreach techniques
3. First Things First logo on *all* program materials
4. Checklists
5. Culture and community

Questions? Examples to share?



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Satisfaction

1. Supervisor outreach
2. Active learning sessions
3. Individualized approach
4. Written goal documentation
5. Comprehensive assessment reports
6. Responsiveness

Questions? Examples to share?

